



# Measuring Success:

## Performance and Outcome Measures For LME-MCOs



**“Responsible Change to Achieve  
Easy Access, Better Quality and Personal Outcomes”**

Presentation by: Shealy Thompson, DMHDDSAS  
Kathy Nichols, DMA  
DHHS Waiver Advisory Committee ~~ February 28, 2011

# Context for LME-MCO

## Performance Measurement

2

### Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available,  
and  
Efficient  
Measures

- ❑ **CMS:** 1915b/c Waiver requirements
- ❑ **SAMHSA:** Federal Block Grants
- ❑ **Health Reform:** National Quality Strategy
- ❑ **NC Legislature:** Statewide Performance Domains
- ❑ **NC DHHS:** Excels & Open Window Initiative

# Purpose of LME-MCO

## Performance Measurement

3

### Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available,  
and Efficient  
Measures

- ▣ **Monitor progress and impact of Waivers**
- ▣ **Drive decision-making**
- ▣ **Provide topic areas for Quality Improvement activities**

# Current DHHS Required Measures

4

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and  
Efficient  
Measures

- ❑ **DMHDDSAS Contract:** Attachment II
- ❑ **DMA Contract:** Attachment M (B Waiver)
- ❑ **Innovations** (LME-MCO C-Waiver )
- ❑ **CAP-MR/DD** (State C-Waiver )
- ❑ **LME-MCO Dashboard Reports**

# MH & SA Performance Measures

5

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and Efficient  
Measures

- Access & Availability of Services
  - ▣ Prevention Services
  - ▣ Timely Access to Services
  - ▣ Call Answer Timeliness
  - ▣ Call Abandonment
  - ▣ Provider Capacity
  - ▣ Services by Out-of-Network Providers
  - ▣ Payment Denials

# MH & SA Performance Measures

6

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and Efficient  
Measures

- Use of Services & Effective Care
  - ▣ Persons Served
  - ▣ Initiation and Engagement
  - ▣ Crisis, inpatient and residential services
  - ▣ Follow up After Crisis or Inpatient Care
  - ▣ Readmission Rates for inpatient care
  - ▣ Physical Health Care

# MH & SA Performance Measures

7

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and Efficient  
Measures

- Consumer and Provider Experiences
  - ▣ Provider Satisfaction Survey
  - ▣ Consumer Perceptions of Care
  - ▣ Consumer Satisfaction Survey
  - ▣ Grievances / Appeals
  - ▣ Critical Incident Monitoring

# IDD Performance Measures

8

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and Efficient  
Measures

- ❑ Waiver compliance
- ❑ Access and Availability of Services
  - ▣ Provider Capacity
  - ▣ Provider Oversight
  - ▣ Quality of Needs Assessment and Individual Supports Plans
  - ▣ Timely Access to Services
  - ▣ Choice of Providers



# IDD Performance Measures

9

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and Efficient  
Measures

- Consumer and Provider Experiences
  - ▣ Provider Satisfaction Survey
  - ▣ Consumer Satisfaction Survey
  - ▣ Consumer Interviews and Guardian Surveys (National Core Indicators)
  - ▣ Grievances / Appeals
  - ▣ Critical Incident Monitoring

# LME-MCO Performance Dashboard

10

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and Efficient  
Measures

- Quarterly reports of trends in:
  - ▣ Penetration Rates
  - ▣ Consumer & Family Grievances
  - ▣ Inpatient Services
  - ▣ Financial Summary
  - ▣ Medical Expense Ratio
  - ▣ Claims Processing
  - ▣ Processing of Authorization Requests
  - ▣ Provider Appeals

# Current Public Reports

11

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and Efficient  
Measures

### □ Community Systems Progress Reports

- <http://www.ncdhhs.gov/mhddsas/statspublications/Reports/DivisionInitiativeReports/communitysystems/index.htm>

### PBH Managed Care Experience Report

- <http://www.ncdhhs.gov/mhddsas/statspublications/Reports/DivisionInitiativeReports/LMEMCOPerfReports/PBHEXperience2011-12.pdf>

# Current Public Reports

12

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and Efficient  
Measures

- NC-TOPPS Outcomes at a Glance
  - ▣ <http://www.ncdhhs.gov/mhddsas/providers/NCTOPPS/index.htm>
- Consumer Perceptions of Care Reports
  - ▣ <http://www.ncdhhs.gov/mhddsas/providers/CDW/consumerperceptionrpts/index.htm>
- National Core Indicators Reports
  - ▣ <http://www.nationalcoreindicators.org/upload/state-reports/>

# Sources for Outcome Measures

13

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and Efficient  
Measures

- ❑ National Core Indicator Surveys (IDD)
- ❑ NC-TOPPS Outcome Interviews (MH/SA)
- ❑ Consumer Perception of Care Survey (MH/SA)
- ❑ Consumer Critical Incidents and Death
- ❑ Grievance and Appeals Issues
- ❑ Service utilization trends

# Parameters for Choosing Measures

14

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and  
Efficient  
Measures

- ❑ Meaningful to consumers
- ❑ Useful to decision makers
- ❑ Consistent, statewide data that is currently available
- ❑ Within the LME-MCO's authority
- ❑ Can be impacted by LME-MCOs & their provider networks
- ❑ Can show improvement over time
- ❑ Limited number of new items



# Discussion of Measures

# Soliciting Stakeholder Input

16

## Our Goals:

Meaningful,  
Useful,  
Consistent,  
Available  
and Efficient  
Measures

- **April-May:** Mercer Stakeholder meetings
- **May:** DWAC follow-up discussion
- **June:** Final measures defined
- **July:** Contract amendments begin
- **November (or February):** Reporting starts for July-Sep data





# Discussion of Plan for Stakeholder Input